

## Scope of Work

### **I. Objective**

The Hawaii Employer Union Health Benefits Trust Fund (Trust Fund) is the successor organization to the current Hawaii Public Employees Trust Fund (PEHF). The Trust Fund will provide health benefits to all state and county employees, retirees, and their dependents on July 1, 2003. Health Benefits may include medical, prescription drug, vision, dental, long-term care, and life insurance benefits. The Trust Fund is currently working on developing benefit plans with the goal of finalizing these benefit plans by September 1, 2002.

This RFP is to procure a Consultant to provide professional technical expertise to advise the Trust Fund on the current system capabilities, strengths, and weaknesses of the Health Fund Information Management System (HFIMS). HFIMS is currently being utilized by the PEHF to process their enrollments and accounts receivables data. The Trust Fund desires to determine the capabilities of this HFIMS in its support of the requirements of the new Trust Fund.

### **II. Specifications**

#### Assess HFIMS Current Capabilities:

- A. Analyze, evaluate, and report on the current system capabilities of HFIMS to meet its current mission requirements to support the enrollment and accounts receivable operations of the PEHF.
- B. Identify the current strengths and weaknesses of the HFIMS in meeting these current PEHF mission requirements including but not limited to the HFIMS capabilities to effectively interface with various external computer systems (e.g. DAGS payroll, County Fiscal offices, State and County Human Resource Offices, and Insurance Carriers).
- C. Recommend course(s) of action to correct any of the identified weaknesses and deficiencies in the current HFIMS and provide corresponding cost information and time estimates to take necessary corrective action (for budgetary and planning purposes). If the recommendations reflect action being taken by the current PEHF, it should be so noted and an assessment provided on the feasibility of completion as proposed by the PEHF.

#### Assess Ability of HFIMS to Comply with Regulatory and Legal Requirements:

- A. Provide a punch list of all known regulatory and legal requirements that the HFIMS must be in compliance with along with timeline(s) showing these compliance deadlines.

- B. Provide detailed technical assessment(s) on the current capabilities of HFIMS in terms of meeting the above regulatory and legal compliance requirements and deadlines.
- D. Recommend course(s) of action to ensure regulatory and legal compliance and provide corresponding cost information and time estimates to take necessary corrective action (for budgetary and planning purposes). If the recommendations reflect action being taken by the PEHF, it should be so noted and an assessment provided on the feasibility of completion as proposed by the PEHF.

Assess Flexibility of HFIMS to Support Future Requirements of the Trust Fund:

- A. Analyze, evaluate, and report on the flexibility of the HFIMS in terms of meeting new mission requirements to support the Trust Fund. These may include but are not limited to:
  - 1. Assessment of the system's ability to process benefits enrollment for 90,000 subscribers (enrollment and accounts receivables data).
  - 2. Identify any limitations that would restrict the board's ability to offer health, life insurance, or other benefits that are currently offered by other employers.
  - 3. Assess the potential for the HFIMS to interface with the employer's Human Resources Systems (i.e. State Executive Branch, State Judiciary, University of Hawaii System, State Department of Education, and the Counties).
  - 4. Assess and report on the following proposed HFIMS Phase III projects: a) HFIMS Human Resources Interfaces, b) HFIMS Web Enabled Self-Service capability, c) HFIMS Document Imaging System, and d) HFIMS Case Management System for improved customer service support to beneficiaries. The report must include recommendations on which projects are critical and therefore must be implemented by July 1, 2003 and also must include cost estimates and possible timeframes for implementation.
  - 5. Assess and identify the ability of the current HFIMS to comply with the requirements of Chapter 87A, HRS. For example, capability to: a) effectively integrate and support a complete accounting and financial system for the Trust Fund, b) support possible flexible spending credit benefits and c) support the assessment of administrative fees on the premiums received by the Trust Fund.